

KPMG Consulting – Verizon Responses regarding New Jersey Exception Report #19

Exception #:	19
Component:	Verizon-New Jersey (Verizon-NJ) does not assign proper disposition codes to all trouble tickets.
Domain:	M&R
Date Uncovered by KPMG:	2/1/01
Date VERIZON Received:	2/1/01
Date VERIZON Responded:	2/20/01
KPMG Summary Statement and	Without the proper assignment of disposition codes, Maintenance and Repair metrics results as calculated by Verizon-NJ would be inaccurate. Consequently, CLECs cannot verify that they are being provided with the level of service required by the NJ Carrier-to-Carrier Guidelines.
KPMG Consulting:	<p><u>KPMG Consulting’s 03/09/01 Reply to Verizon’s 02/20/01</u></p> <p>KPMG Consulting has analyzed the January 2001 Maintenance and Repair data and is satisfied that Verizon has addressed the issues stated in this exception.</p> <p>In the absence of any other activity or information, KPMG Consulting closes Exception #19 for testing purposes.</p>
VERIZON Response:	<p><u>Verizon’s 2/20/01 Response to Exception.</u></p> <p><u>Missing Disposition Codes</u> In a limited number of circumstances, UNE loop trouble tickets that were closed out after 6:15 PM were not picked up in the metrics data extract process. A change control was issued and approved, and this problem will be corrected for the February filing of the January 2001 data.</p> <p><u>Modified Disposition Codes</u> KPMG Consulting’s comment refers to only a portion of the process for tickets which are “sent to another bureau”. When a trouble ticket is moved (SAB) properly, the disposition code for the ticket is not affected at all. The ticket referred to in this exception was not moved properly, due to human error.</p> <p>There are two types of situations in which tickets are moved. First, a trouble ticket may be received in a center that does not have responsibility for the circuit on the ticket, due to geography or line of business. In this situation, Verizon-NJ wants the ticket information and the results for the ticket to be moved to another bureau. The “PAB” code is used specifically to achieve this result. The originating primary center is marked with a “10” disposition</p>

code, and the receiving primary center is marked with the ticket's final disposition code. This is referred to as moving between primary centers. The second type of situation occurs when a trouble ticket is received in a center that determines that a center with a different function (i.e. dispatch in vs. dispatch out) needs to work on the ticket in order to resolve it. In this case the results for the ticket are not moved, and should stay with the primary center. This is referred to as moving from a primary to a secondary center.

The ticket referred to in Table 2 should have been moved using the process for the second type of situation described above (primary to secondary), but was moved, due to human error, as if it were the first type of situation (primary to primary). This resulted in the originating primary center being marked with a "10" disposition code. Since the receiving center was a secondary center, and only primary centers are marked with results, the results were not included for any primary center.

Errors of this kind are rare. In addition, this type of error is no more likely to occur on a wholesale ticket than a retail ticket. However, since Verizon is interested in obtaining the most accurate results possible, a flash (attached) has been distributed to reinforce the proper procedure for moving trouble tickets.